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[Report by the Director of Public Social Services](#)

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[Report by the Director of Mental Health](#)



Health Services
LOS ANGELES COUNTY

**Los Angeles County
Board of Supervisors**

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Mitchell H. Katz, M.D.
Director

Hal F. Yee, Jr., M.D., Ph.D.
Chief Medical Officer

Christina R. Ghaly, M.D.
Deputy Director, Strategic Planning

July 1, 2014

TO: Each Supervisor

FROM: *for* Mitchell H. Katz, M.D.
Director

**SUBJECT: STEPS REQUIRED TO SUCCESSFULLY ADAPT THE
DEPARTMENT OF HEALTH SERVICES AND LOS
ANGELES COUNTY FOR THE AFFORDABLE CARE ACT**

As requested by the Board at the meeting of December 4, 2012, the following report is an update on various issues relating to the County's implementation of the Affordable Care Act (ACA). At its meeting on November 5, 2013, the Board instructed the Director of the Department of Health Services (DHS) to continue to report to the Board on a monthly basis on the implementation of the ACA. In order to provide more substantive updates, reports are being submitted on a quarterly basis.

UPDATE

As detailed in the attachment, DHS continues to make progress on key initiatives and operational changes that will prepare our health system to succeed under the ACA.

As always, I welcome your suggestions and feedback on the dashboard report, which we will continue to modify and improve in successive iterations. If you have any questions or need additional information, please contact me or Christina Ghaly, Deputy Director, Strategic Planning, at (213) 240-7787.

MHK:CRG:rm

Attachment

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Department of Public Social Services
Department of Public Health
Department of Mental Health

313 N. Figueroa Street, Suite 912
Los Angeles, CA 90012

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www.dhs.lacounty.gov

To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners.

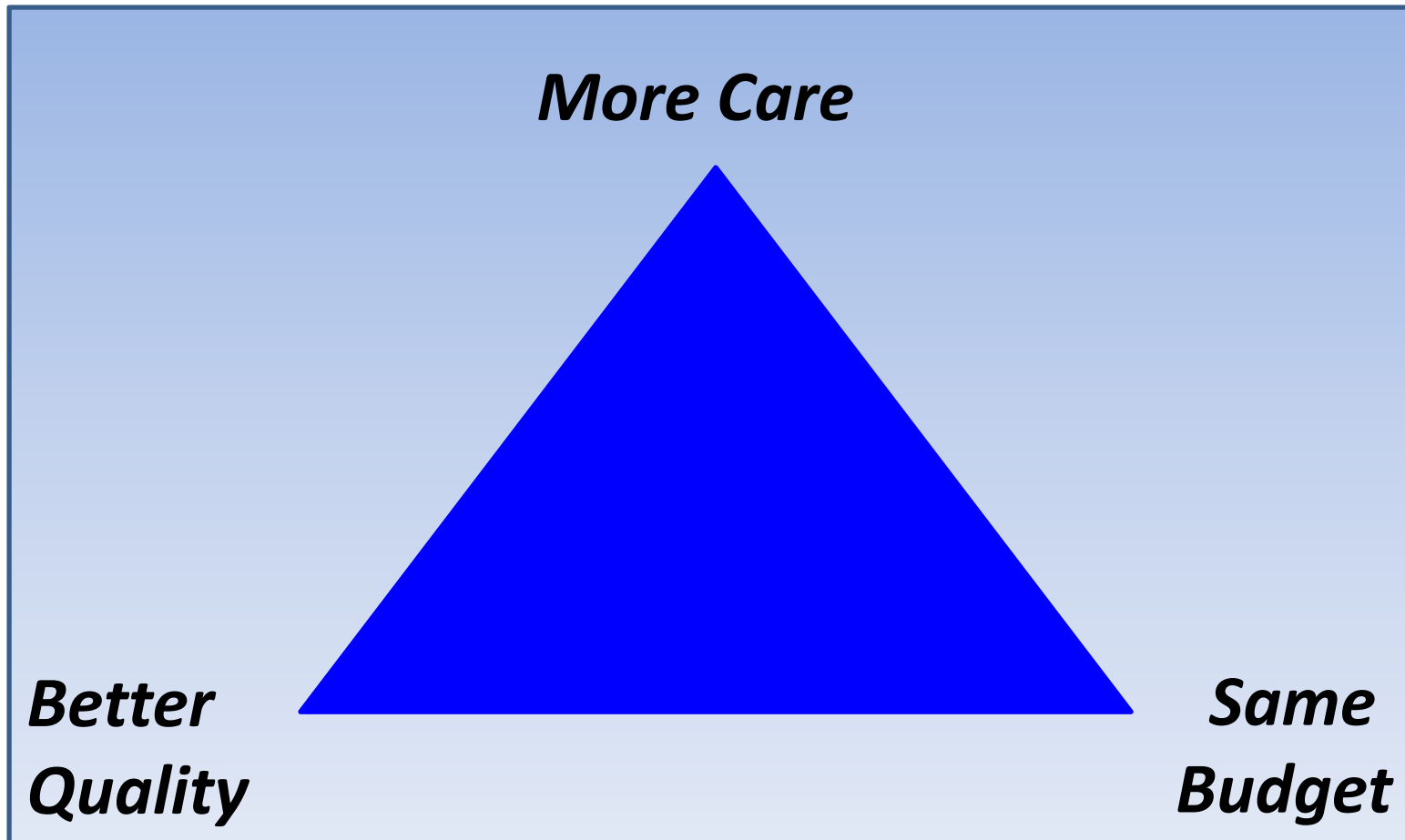
www.dhs.lacounty.gov



Our Future Under the Affordable Care Act (ACA)

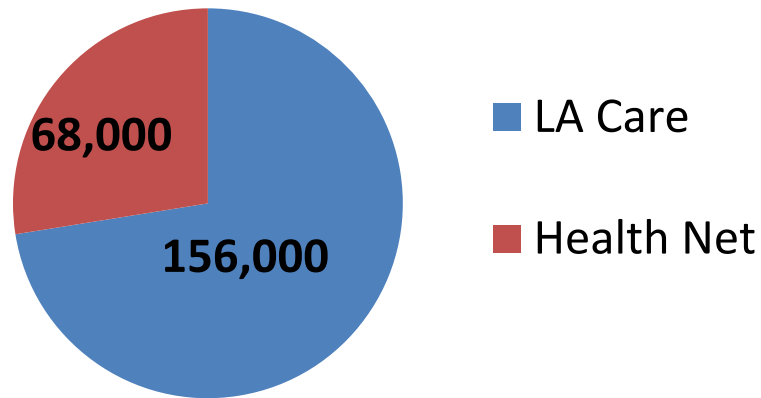
**Mitchell H. Katz, MD
Director
LOS ANGELES COUNTY
DEPARTMENT OF HEALTH SERVICES
July 2014 Update**

Our Overall Strategy for ACA: DHS Triple Aim



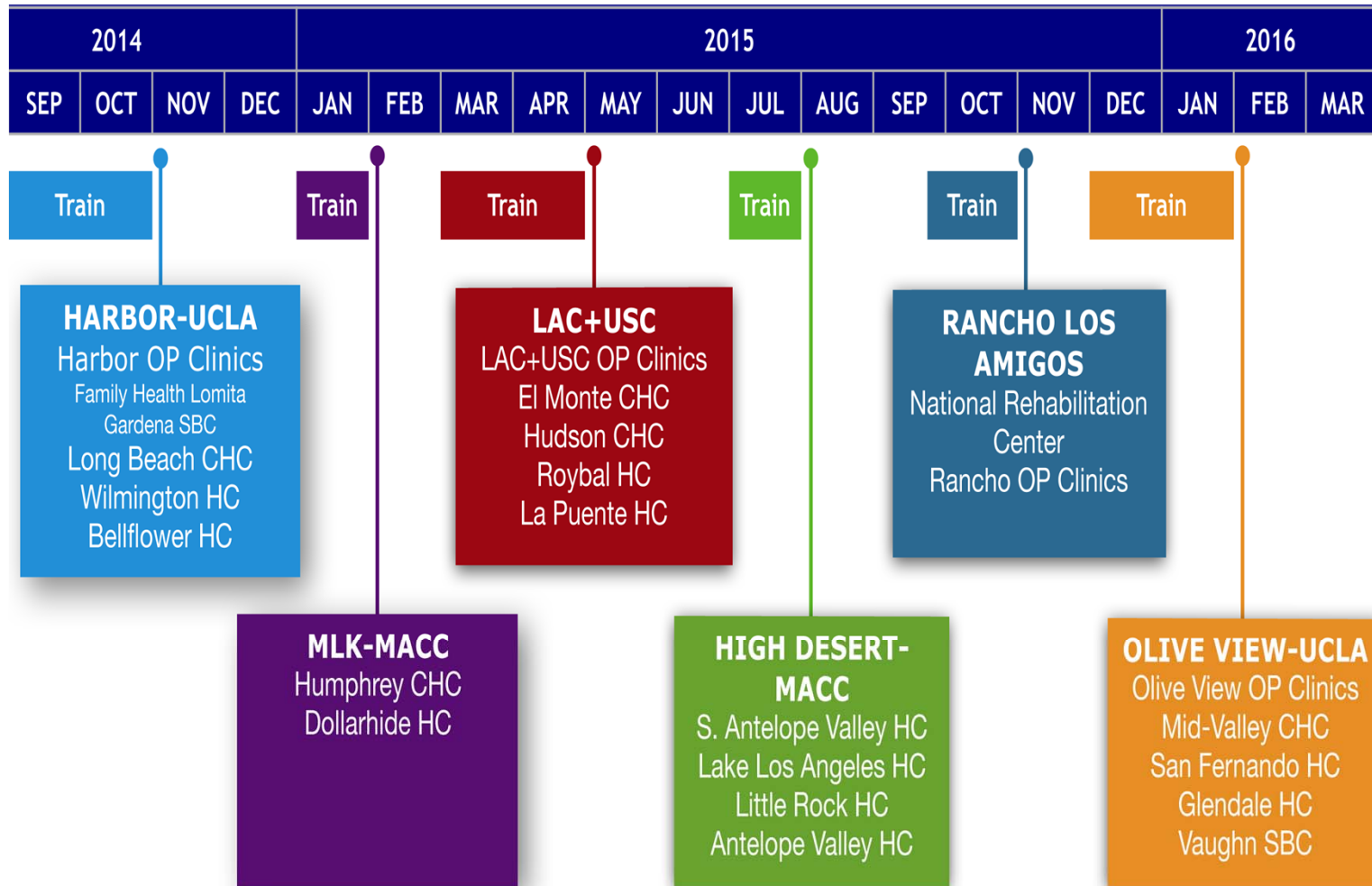
DHS Medi-Cal Managed Care Enrollment

- Total Medi-Cal Managed Care enrollment of \approx 224,000 (June 2014)

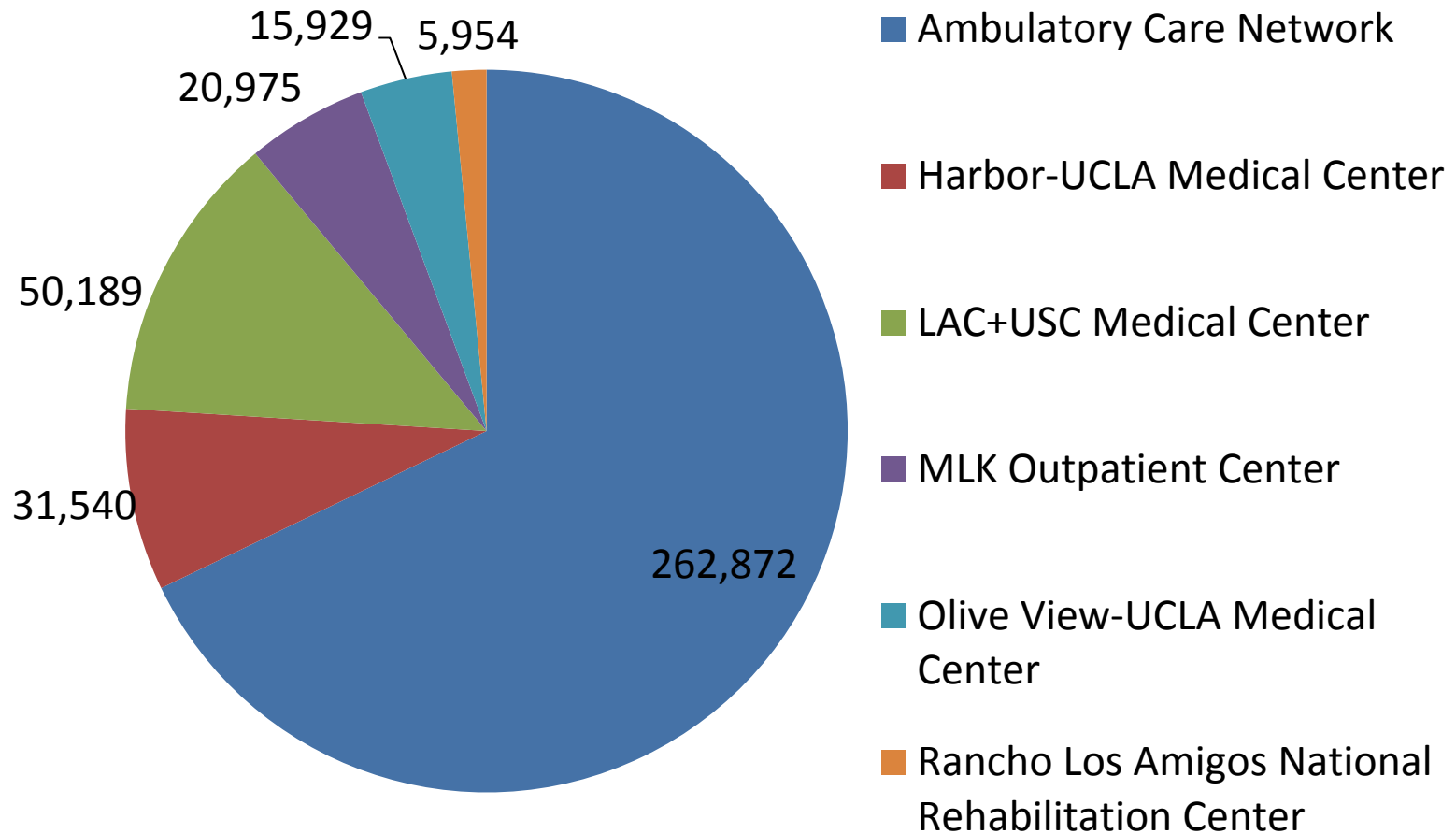


- Enrollments have been outpacing disenrollments
 - Average of 10,660 disenrollments monthly (State error: being fixed, eligibility, voluntary, unknown)
 - Average of 2,100 net increase in monthly DHS enrollment
- Distribution of DHS enrollment from LA Care:
 - 48% enrollees due to prior DHS affiliation or family link
 - 43% enrollees due to default assignment
 - 9% enrollees due to patient choice (without prior DHS experience)
- LA Care and Health Net continue to assign 75% of default Medi-Cal expansion enrollments to DHS up to capacity/cap

ORCHID Deployment Timeline



Empanelment by Facility

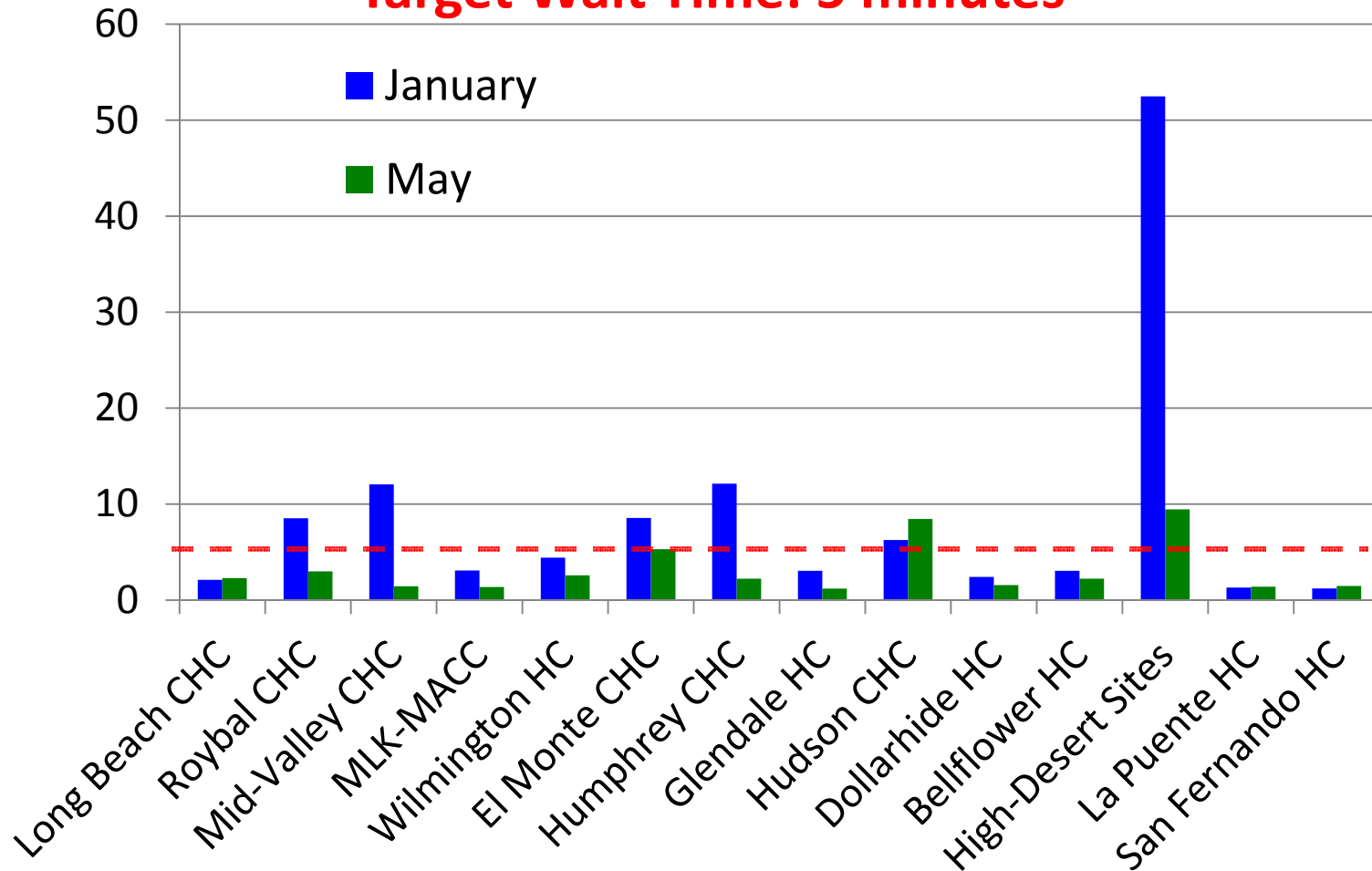


387,459 patients have been empaneled as of June 13, 2014

ACN Call Center Performance

Average Wait Time (January and May 2014)

Target Wait Time: 5 minutes



Update on the Nurse Staffing Plan

Recruitment Activities:

- Several career fairs were conducted at various colleges of nursing
- Job Fair for LVNs scheduled on 6/27/14
- Job Fair for RNs scheduled on 7/21/14
- HR has received over 1,412 RN I applications as of 6/24/14

Certification List:

- RN I: List will be promulgated after July 1st
- RN II: 237 currently on list
- NA: 190 currently on list
- CMA: 94 currently on list
- LVN: 142 currently on list



NACo Achievement Awards

The National Association of Counties (NACo) has granted 2014 Achievement Awards for the following DHS programs:

- The “eConsult - Patient Centered Specialty Care Program” and
- The “Primary Care-based Teleretinal Diabetic Retinopathy Screening Initiative”



Lots done, Lots more to do!

- Although many of DHS' initiatives for health reform are underway and proving successful...
- There are many more steps to take as we accelerate our transformation





Implementation of Health Care Reform

Sheryl L. Spiller, Director
Department of Public Social Services

July 1, 2014



CALHEERS SYSTEM ISSUES

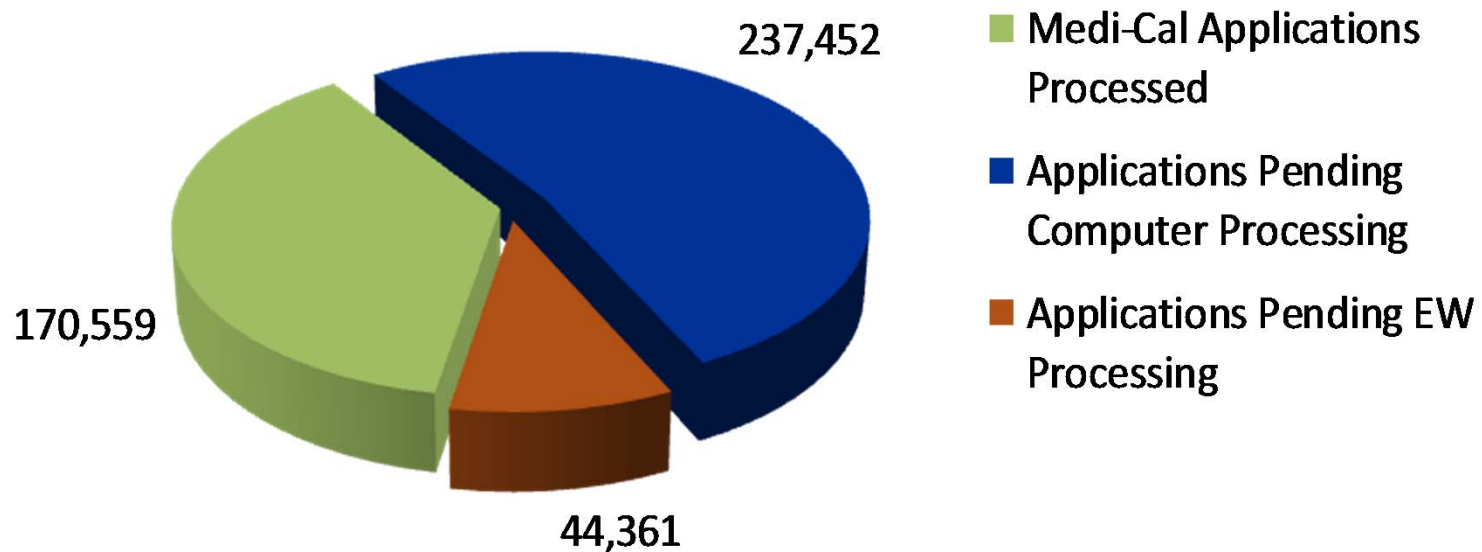
CalHEERS, Covered California's eligibility system, continues to hamper staff's ability to both determine and reestablish eligibility, due to system programming issues including:

- INACCURATE ELIGIBILITY DETERMINATIONS
- DELAYED ELIGIBILITY RESULTS
- AID CODES NOT PROGRAMMED IN THE SYSTEM
- SYSTEM NOT PROGRAMMED TO DENY AND TERMINATE BENEFITS
- SYSTEM INSTABILITY



MEDI-CAL APPLICATIONS

Applications Processed and Pending





MEDI-CAL RENEWALS

- Due to problems with CalHEERS the State suspended renewals from January – May.
- In April, the State directed DPSS to start mailing approximately 200,000 renewal packets each month.
- On June 11, 2014, the State instructed DPSS to discontinue cases where the beneficiary did not call the office or return the renewal packet.
- We are awaiting State instructions for processing all renewal packets returned by beneficiaries. Pending instructions, these beneficiaries will continue to receive Medi-Cal benefits.



CHALLENGES/DPSS EFFORTS

DPSS has implemented the following efforts to meet the challenges associated with the CalHEERS system:

- Developing work-arounds to eliminate access barriers.
- Working with advocates to provide expedited services to the most vulnerable.
- Collaborating with the State to identify and address system issues.
- Conducting bi-weekly webinars on policy clarification.
- Implemented a task force in each office to expedite benefits.

Affordable Care Act: Opportunities for Healthier Communities

*Cynthia A. Harding, M.P.H.
Chief Deputy Director
Los Angeles County Department of Public Health
July 2014 Update*

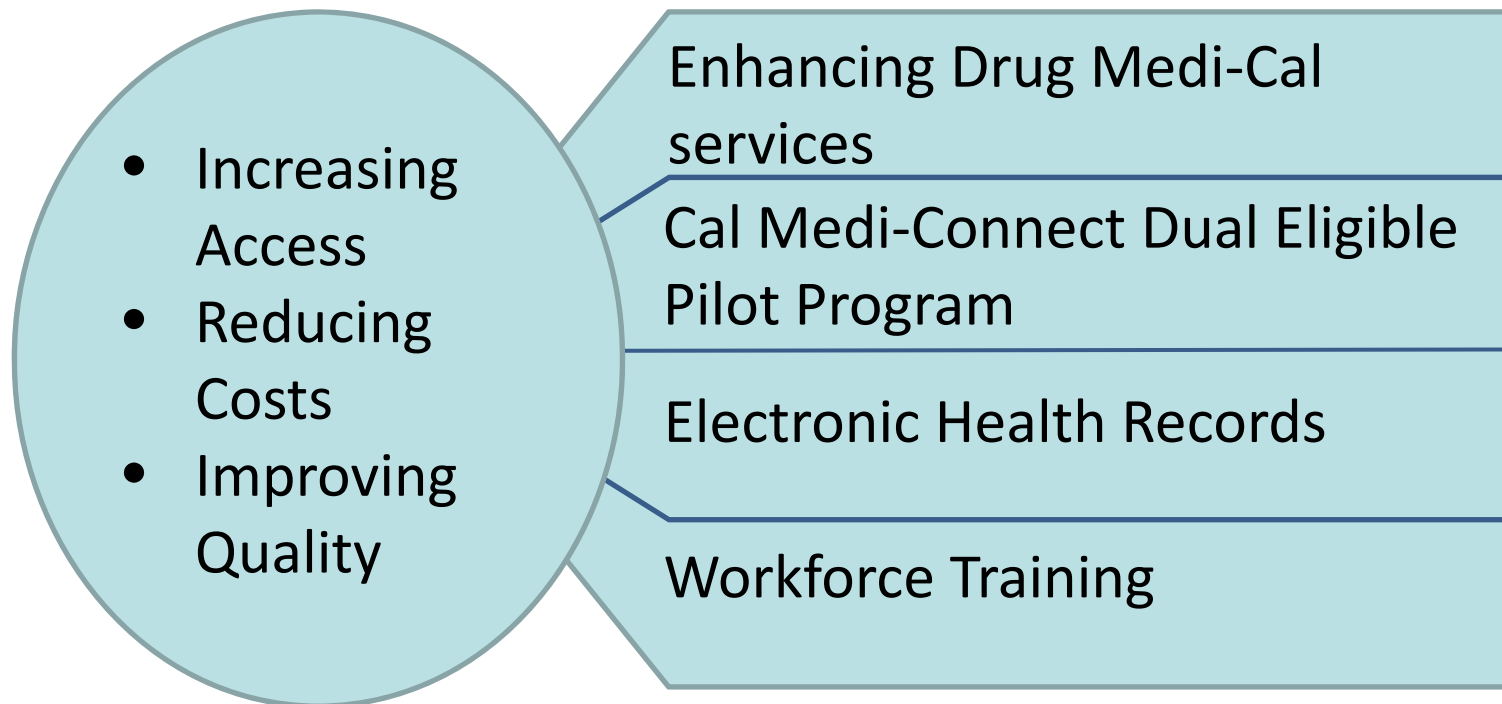


Medi-Cal Outreach & Enrollment Assistance Project

- State DHCS 2-year grant: LA County - \$7 million
- DPH programs: Maternal, Child & Adolescent Health & Substance Abuse Prevention and Control Program (SAPC)
 - Builds on CHOI provider network and SAPC Community Assessment Service Centers
- Specific target populations
- Requires community collaboration



Substance Abuse Prevention & Control Program (SAPC)



Community Health Services

Revenue Generation/Billing for Services

- Financial screening for insurance/ 3rd party payer
 - Engaging contractor/consultant for private payer contracts
- Medical coding (ICD 9&10/CPT codes) ➡ Sept 2014
 - Reprogramming current registration system
- Fee schedules ➡ Aug 2014

Electronic Health Records (EHR)

- Engaged EHR consultant (Gartner)
- Report due ➡ Fall 2014
- Solicitation/procurement process ➡ Early 2015
- Initial system phase-in ➡ Early 2016



Chronic Disease and Injury Prevention

New CDC Chronic Disease Funding Opportunities

- State/Local Actions:
 - diabetes, heart disease, & stroke prevention
- Partnerships to Improve Community Health
- Racial and Ethnic Approaches to Community Health

Community Transformation Grant –
Ends Sept 2014

ACA Opportunities: Creating Healthier Communities





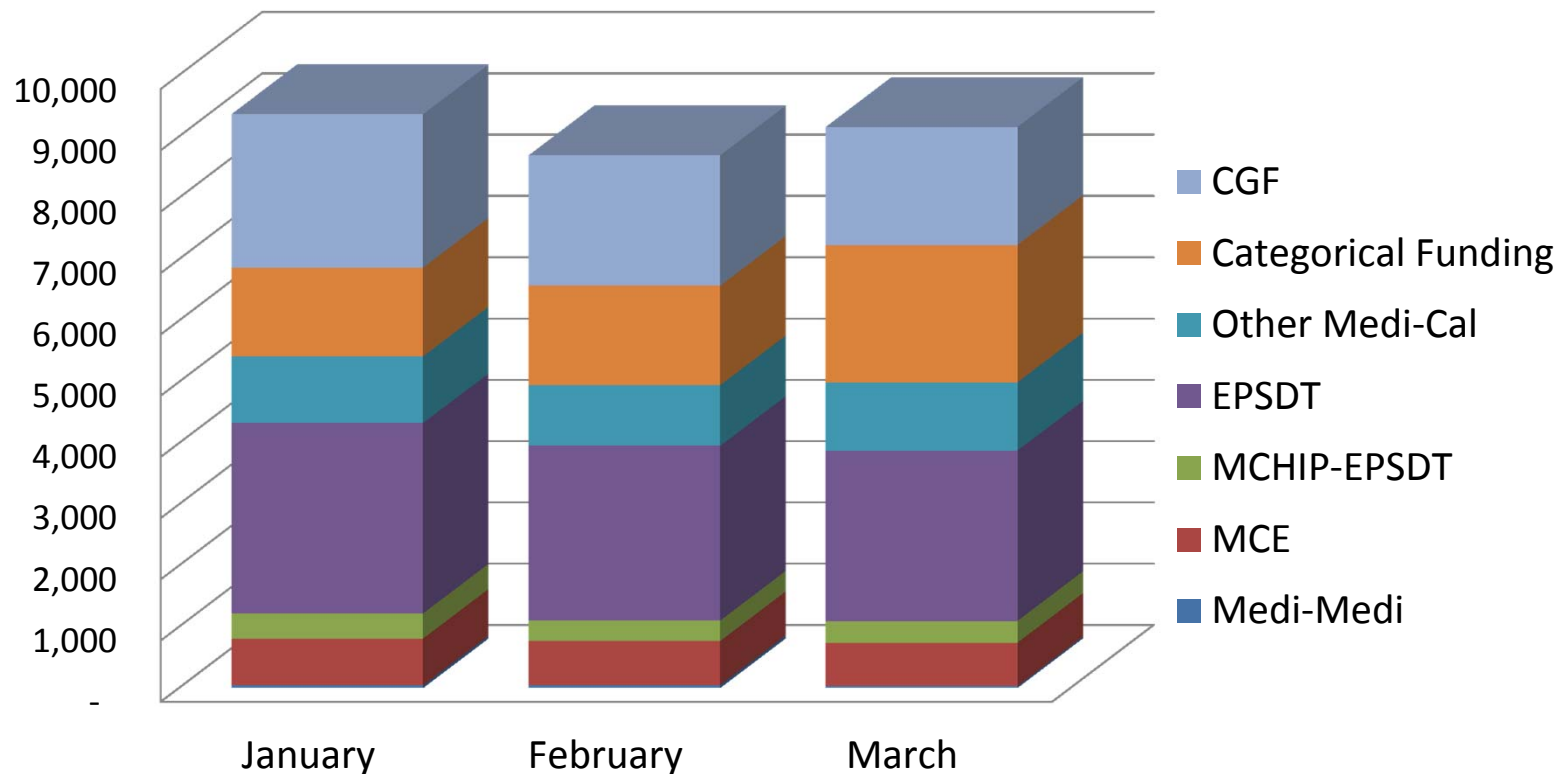
LAC
DMH
LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH

DMH and the Affordable Care Act (ACA)

Marvin J. Southard, D.S.W., Director
Los Angeles County Department of Mental Health

Network Capacity & Access

New Clients by Month by Funding Type



"New clients" identified as no service in last 12 months

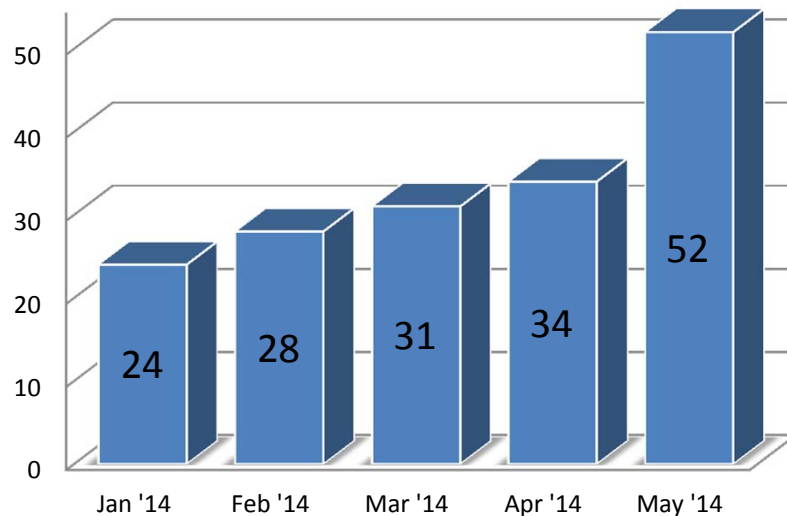
"MCHIP-EPSDT" includes former Healthy Families program and MCHIP-only

"Categorical Funding" includes MHSA, CalWORKs, SAMHSA, etc.

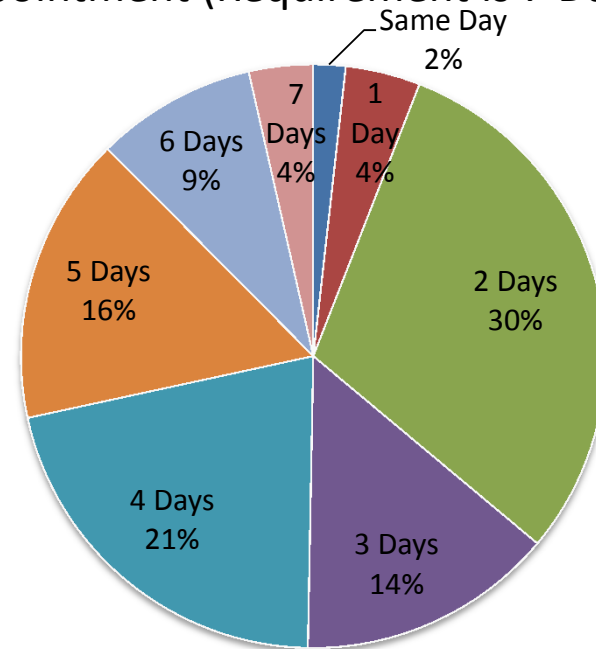
Network Capacity & Access: Urgent Appointments

Referrals from Medi-Cal Managed Care Plans for Urgent Appointments

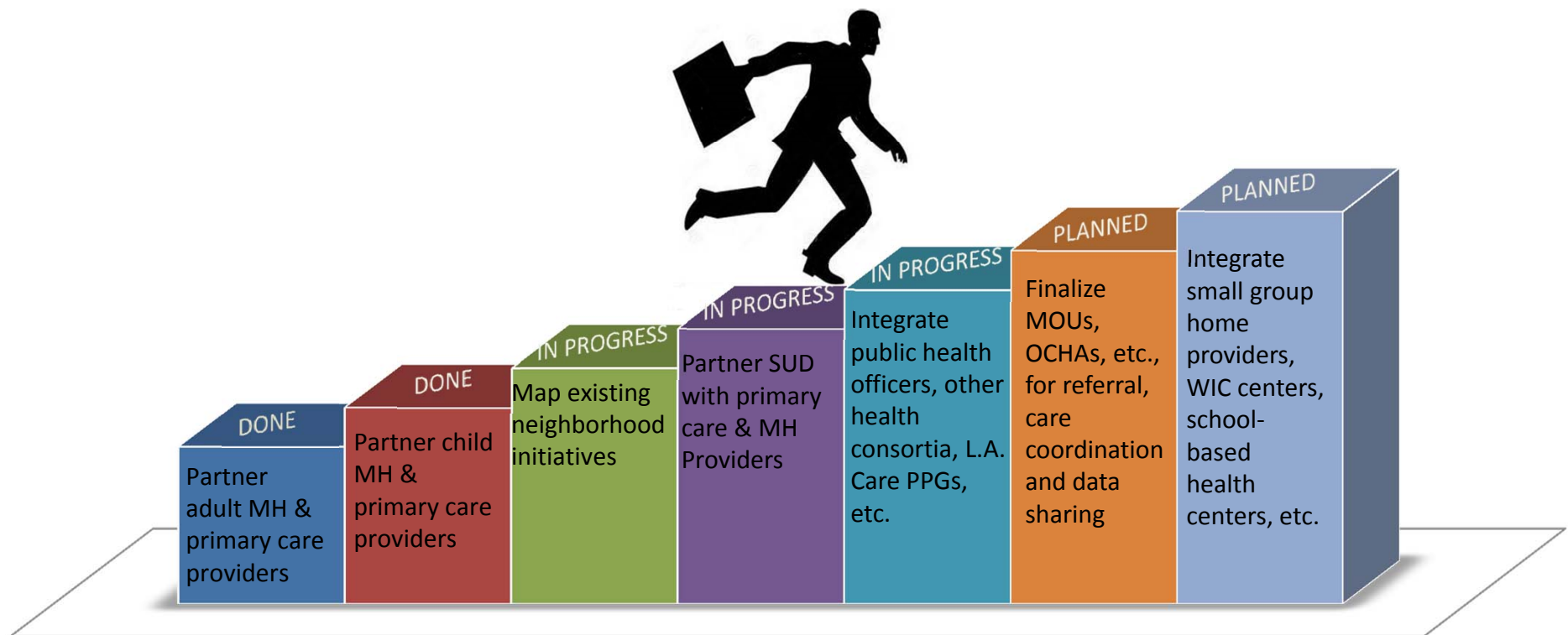
Total Number of Urgent
Referrals per Month



Number of Days from Referral to Initial
Appointment (Requirement is 7 Days)

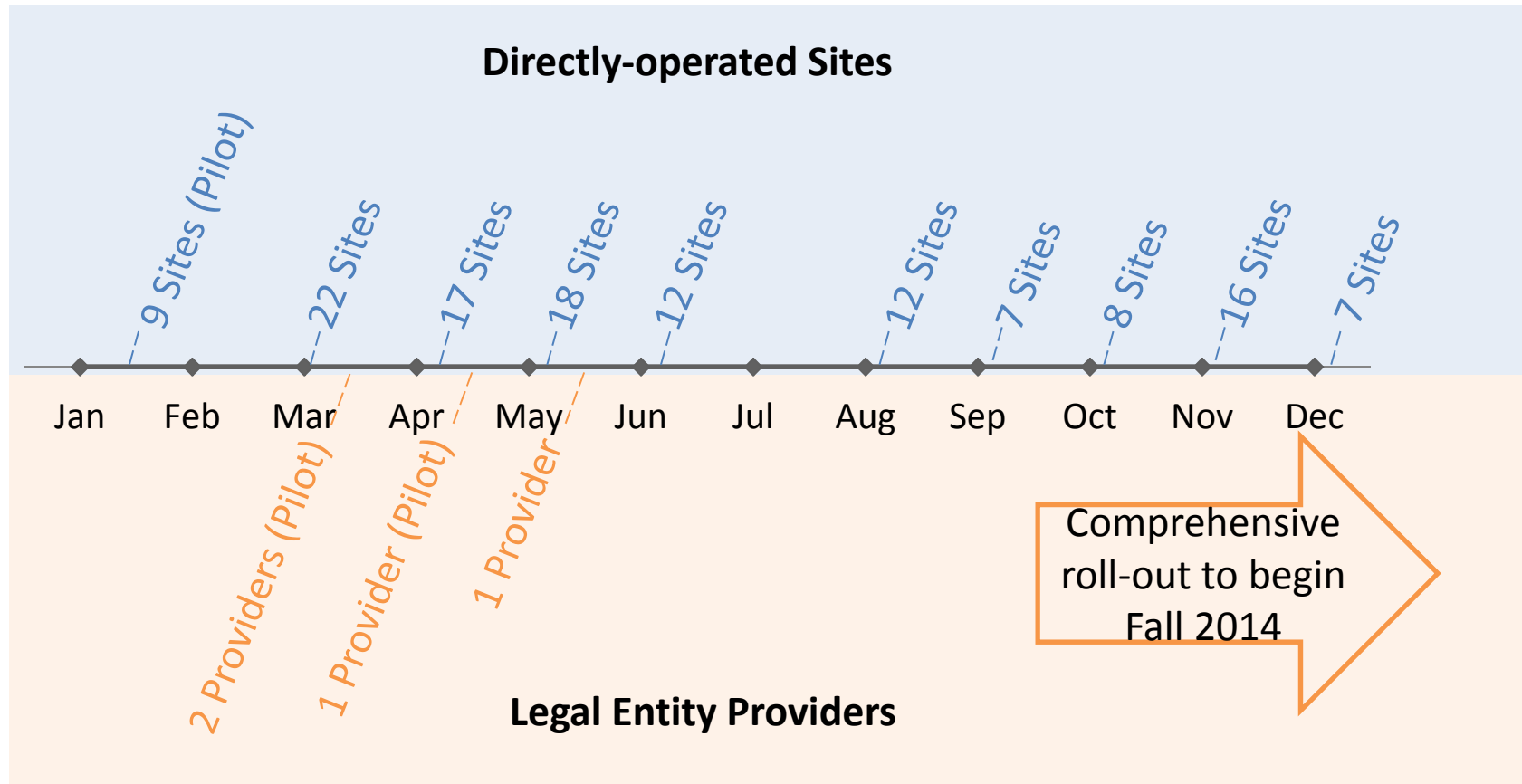


Organizing Service Delivery: Health Neighborhoods



Enhance Technological Capabilities

IBHIS 2014 Roll-out



Workforce Development

Enhance Skills of Existing Workforce

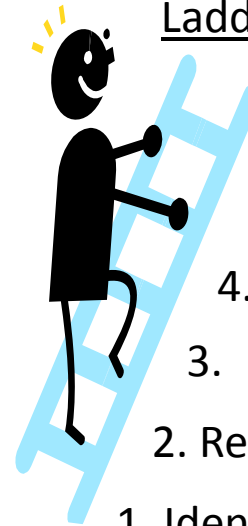
Health 101 (Directly-operated programs only)	
Programs completed training	57
Percent of programs	88%
Staff completed training	1,634

Mental Health First Aid (MHFA)	
Directly-operated & contracted staff	209
Community members ¹	758
Total trained	967

¹ Includes community residents, faith-based organizations, community-based organizations, health services, probation and law enforcement.

Expand the Workforce through New Career Pathways

Peer Career Ladder



6. Collect outcomes
5. Service delivery
4. Training
3. Recruitment
2. Request positions
1. Identify Classifications